

Network Diagram

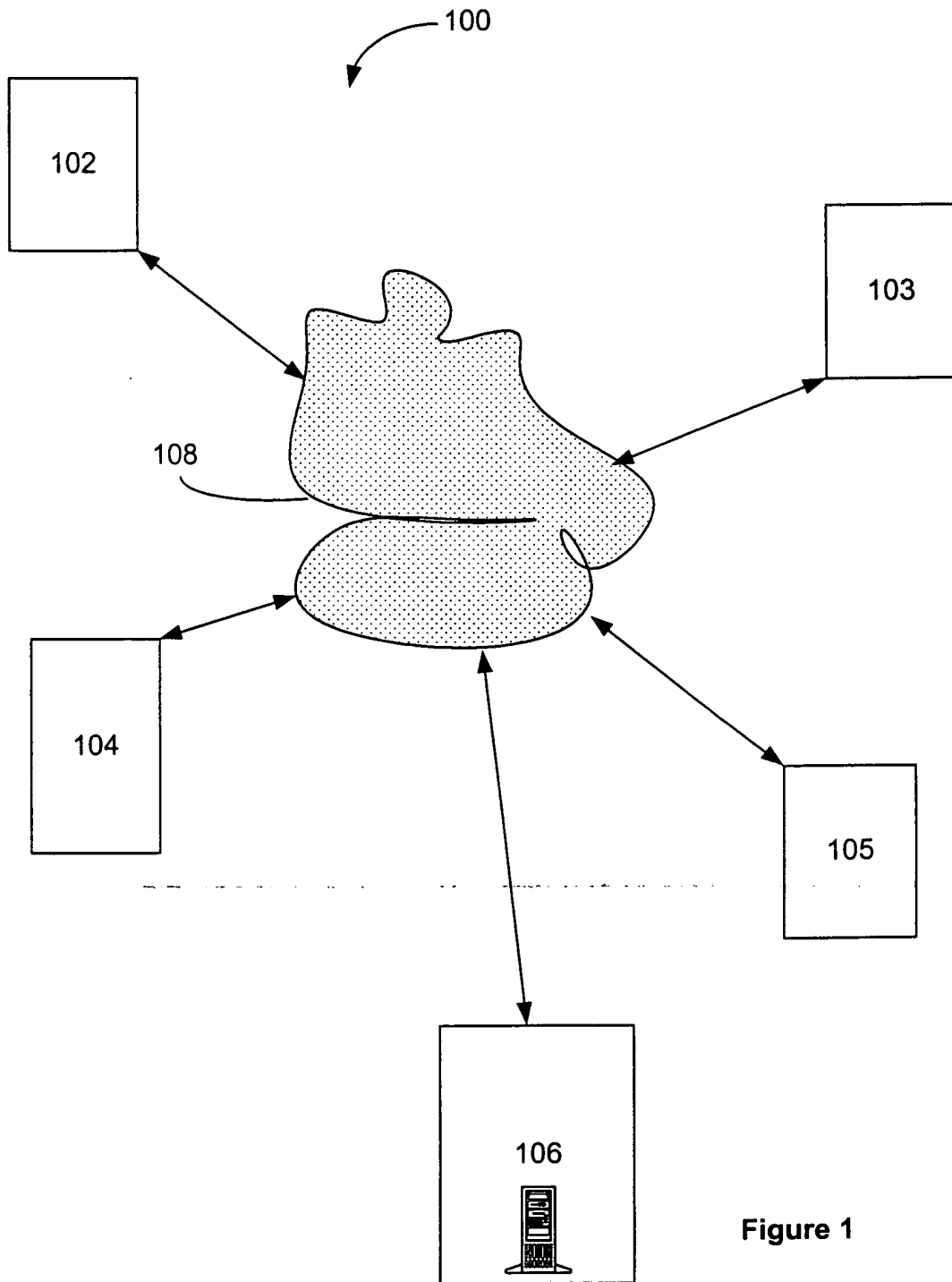


Figure 1

093374 0430
10840 133/986

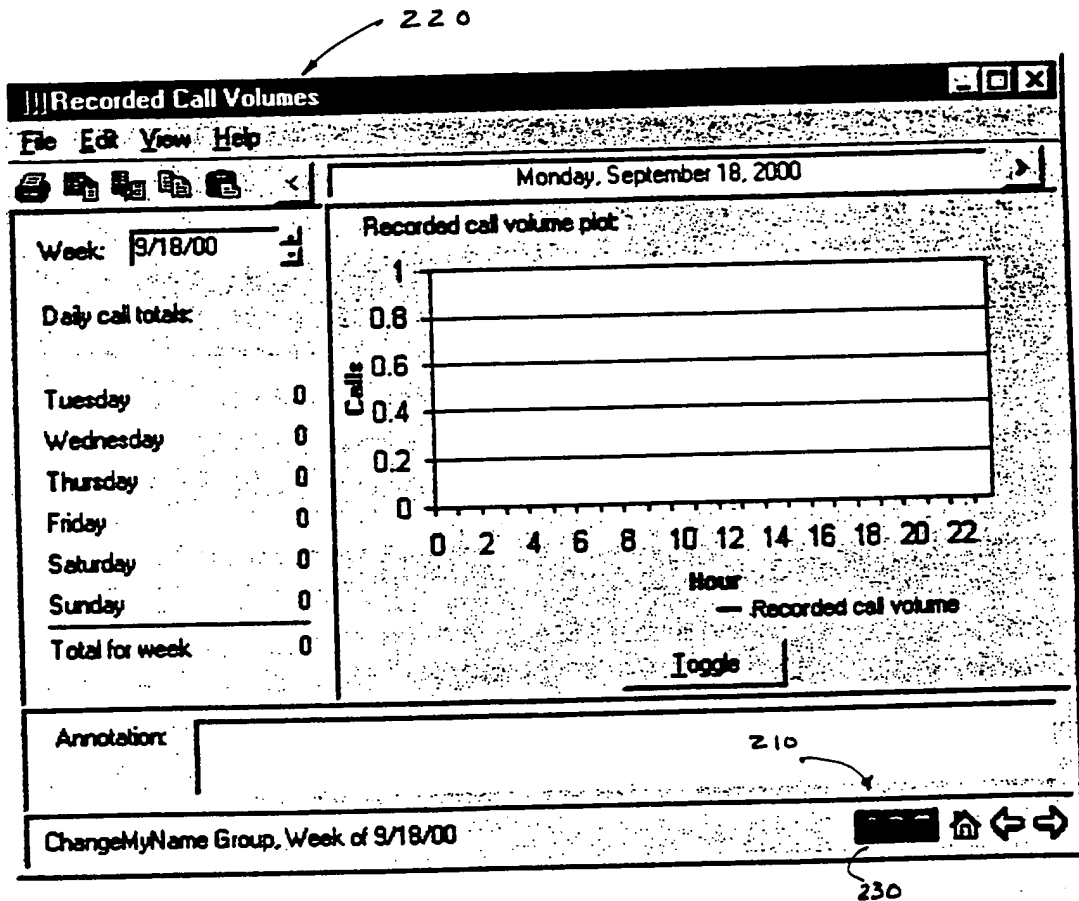


Figure 2

09037254 041301

320

Operation Parameters [X]

File Help

☐ 24-hour call center

Hours of operation:

	Start	End
<input type="checkbox"/> Monday	<closed>	<closed>
<input type="checkbox"/> Tuesday	<closed>	<closed>
<input checked="" type="checkbox"/> Wednesday	00:00 [up/down] Wed	00:00 [up/down] Thu
<input type="checkbox"/> Thursday	<closed>	<closed>
<input type="checkbox"/> Friday	<closed>	<closed>
<input type="checkbox"/> Saturday	<closed>	<closed>
<input type="checkbox"/> Sunday	<closed>	<closed>

Number of seats: 20

☐ Group scheduling options

ChangeMyName Group, Week of 9/18/00 [calendar icon] [home icon] [back icon] [forward icon]

310

330

Figure 3

09637651-041604

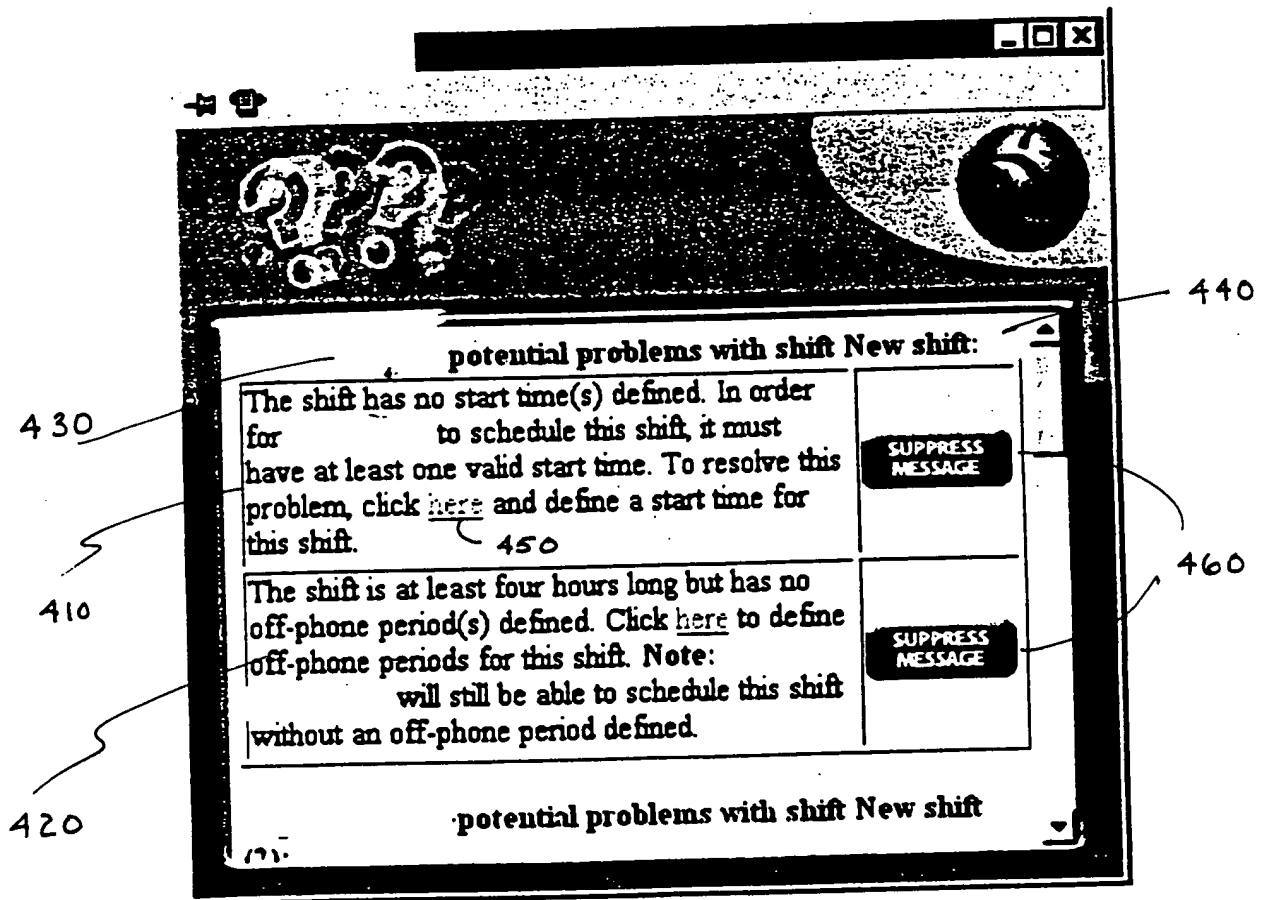


Figure 4

09037034 041804
T0940 T09090

520

Calendar				
Service level Total				
Service level for phone		530		
Service level for fax				
Monday, January 29, 2001		6:00 AM	7:00 AM	8:00 AM
Employee 580 empl#1				
Employee 580 empl#2				
Employee 580 empl#3		590		
Employee 580 empl#4				
Employee 580 empl#5				
Employee 580 empl#6				
Employee 580 empl#7				
Employee 580 empl#8				
Employee 580 empl#9				
Employee 580 empl#10				

540

550

Figure 5

USPTO "OFFICE"

630

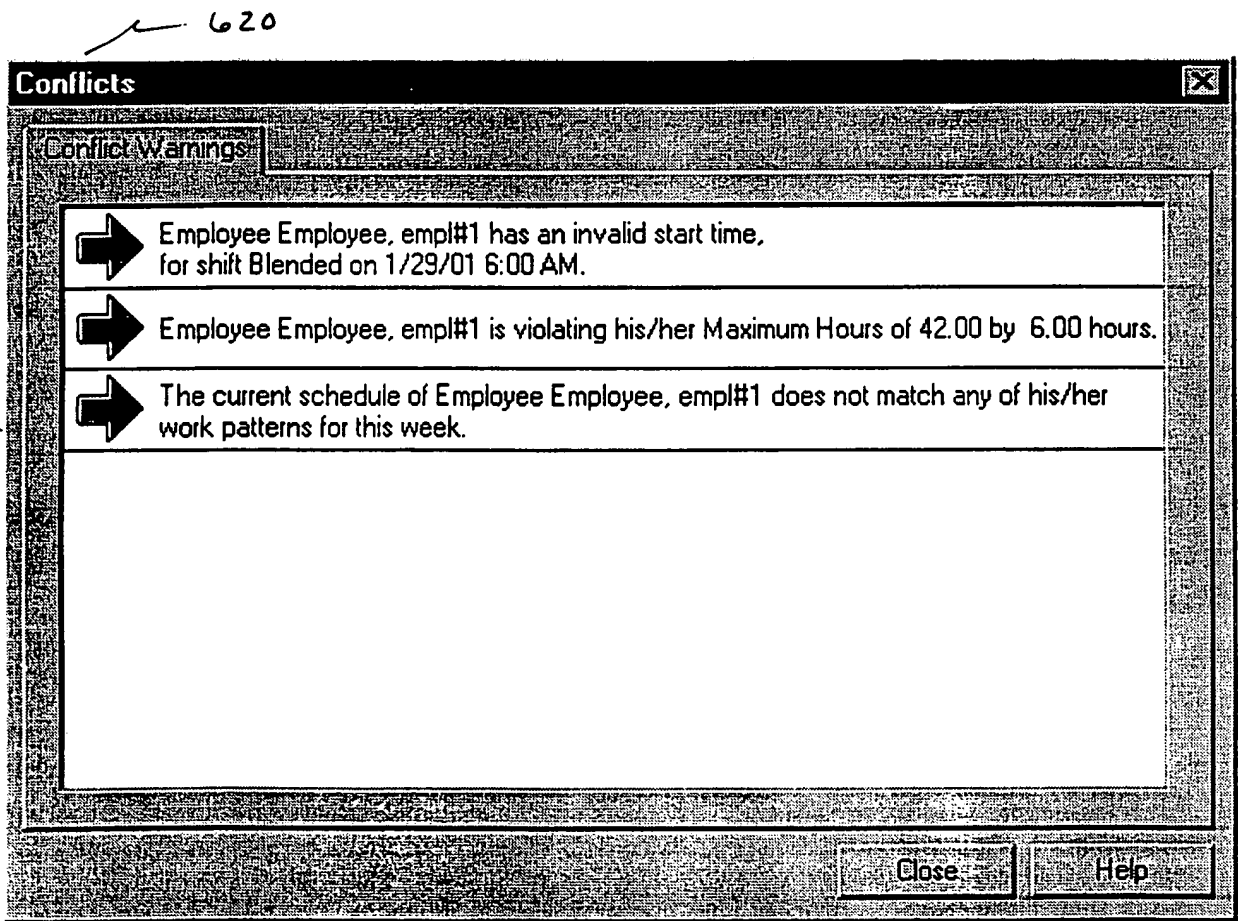


Figure 6.

FIG. 7

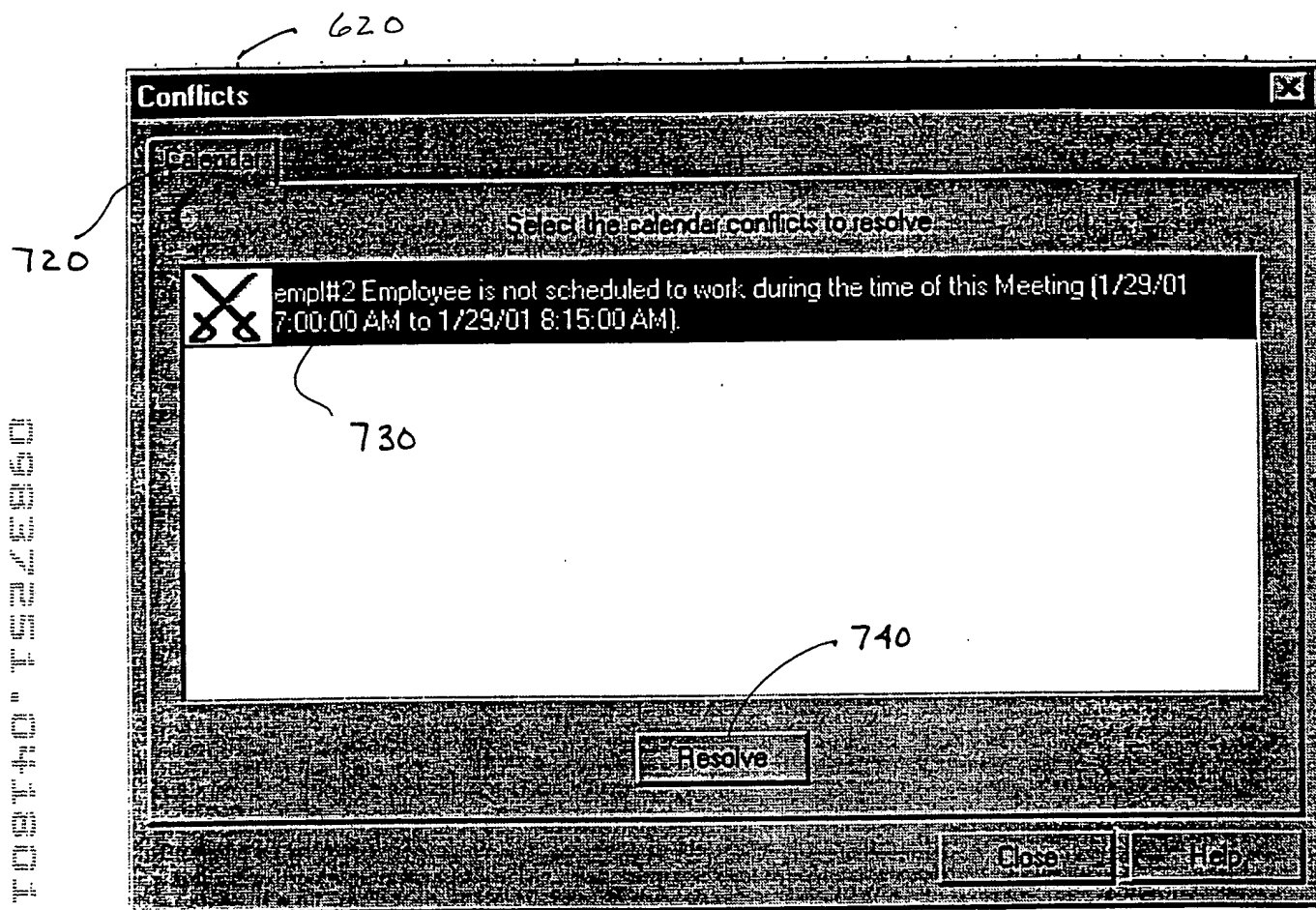


Figure 7

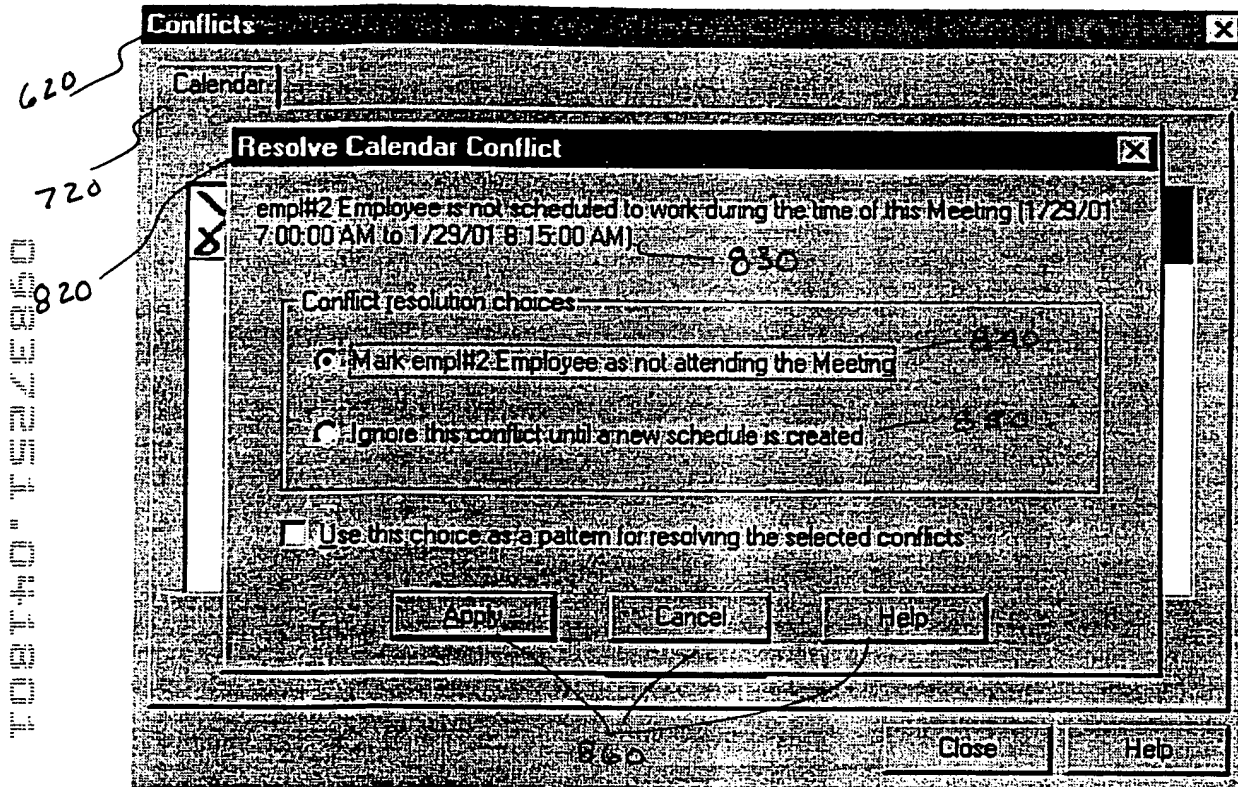


Figure 8